

Zero Balance ASLs w/Dues-out: This measures the percentage of ASL lines that are at zero balance at a given point in time. R&A team will check zero balance w/dues-out the end of the month. In assessing SSF's impact on this metric, the following will be monitored: 1) inventory accuracy rate; 2) demand satisfaction ; 3) status of referrals; 4) CWT; 5) Dollar Cost Banding.

Standard/Goal: DA goal of 8 percent or less.

R&A approach: Will look at this metric at RIC level only. If negative trend occurred following MS1&2 conversion, as compared to the FY01 baseline, the R&A team will look at what lines were taken to zero-balance because of referrals (penetration of RO). If same NIIN is consistently taken to zero-balance, R&A will report findings to MACOM representatives and AMC.

Proponent: DALO-SSF